

Welcome!

We're excited to share the latest news and updates regarding our clinical and quality programs as well as ways to stay connected with our organization. Be sure to visit our website, including our dedicated [provider page](#) for more information!



Mission: To offer long-term care choices that promote independence, dignity and a high quality of life for the elderly members of our community.

Vision: To be best practice in care, service, and quality — assuring financial health and growth that results in being a PACE leader in the state of Michigan and nationally.

Quality Program Updates

The Quality Improvement Program at Care Resources is designed to uphold the mission, vision, and values of the organization and reflect a commitment to provide reliable, safe, accessible, cost-effective, and quality health care services to our participants. Below are a few updates highlighting the current work of our team:

- Centralizing our team assessment process to reduce the number of calls to participants and families to improve our customer service
- Re-engineering our internal medication process from time of order to administration of medication and reducing medication errors by 90% all while continuing to ensure there's no harm to our participants
- Managing emergency visits and hospitalizations to budget and partnering with TANDEM365 to reduce emergency visits
- Overall compliance of 90% with internal processes in compliance with regulatory requirements
- Overall corporate compliance of 95%, including no HIPAA breaches, or reported fraud, waste, or abuse, ensuring 100% compliance with preclusion, OIG, and excluded provider monitoring
- Informing our participants about the Health Outcomes Survey-Modified (HOS-M) survey, conducted by Centers for Medicare & Medicaid Services (CMS), and offering assistance in filling out the survey (due Nov. 1)



Clinical News & Updates

- We've recently started our annual on-site home health care audits that aim to review personnel records, staff training records, as well as policies and procedures.
- Ongoing compliance auditing and monitoring for survey readiness:
 - Michigan Department of Health & Human Services (MDHHS) audit scheduled July 16-18
 - CMS audit anticipated this summer (our last audit was in 2018)
- Annual provider attestation letters will be sent out via DocuSign in December 2024. These letters are an essential part of our compliance monitoring process to ensure that providers meet the requirements set forth by CMS and MDHHS for our organization. Thank you for your continued commitment to maintaining compliance with regulatory standards.
- We're working to enhance our contracted provider training to simplify the contracting process, making it as convenient as possible for our valued partners.
- Providers partnering with Care Resources must have a current license and meet various requirements, including complying with our Quality Assessment & Performance Improvement Program. We ask that providers review all requirements outlined on the [Care Resources PACE Provider Manual](#) and contact us with any questions.

Care Resources Primary Care Team

- James Chiavaras, DO, Care Resources Medical Director
- Mary Pell, DO
- Rebecca Wolfe, MD
- Larry Sluiter, PA
- Laura Hall, NP
- Delphia Croff, NP
- Melanie Veach, NP



Network of Providers

Care Resources has a diverse network of providers throughout the service area to ensure all participant needs are met. View our [Directory of Specialty Providers](#) [here](#).

Stay Connected

Call the office with any questions, available Monday-Friday from 8:00AM-4:30PM (after hours and on weekends, there will be a nurse, physician, and social worker on call): 800.610.6299 • TTY 711

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